

(v) Within 10 working days of receipt of new information notifying the initiating jurisdiction of that new information pursuant to §303.7(a)(7) of this chapter;

(vi) Within 30 working days of receiving a request, providing any order and payment record information requested by an initiating agency for a controlling order determination and reconciliation of arrearages, or notify the State IV-D agency when the information will be provided pursuant to §303.7(a)(6) of this chapter;

(vii) Within 10 working days of receipt of instructions for case closure from an initiating agency under §303.7(c)(12) of this chapter, stopping the responding State's income withholding order or notice and closing the responding State's case, pursuant to §303.7(d)(9) of this chapter, unless the two States reach an alternative agreement on how to proceed.

§308.3 Optional program areas of review.

(a) *Program direction.* A State may include a program direction review in its self-assessment for the purpose of analyzing the relationships between case results relating to program compliance areas, and performance and program outcome indicators. This review is an opportunity for States to demonstrate how they are trying to manage their resources to achieve the best performance possible. A program direction analysis could describe the following:

- (1) Initiatives that resulted in improved and achievable performance accompanied with supporting data;
- (2) Barriers impeding progress; and
- (3) Efforts to improve performance.

(b) *Program service enhancement.* A State may include a program service enhancement report in its self-assessment that describes initiatives put into practice that improved program performance and customer service. This is an opportunity for States to promote their programs and innovative practices. Some examples of innovative activities that States may elect to discuss in the report include:

- (1) Steps taken to make the program more efficient and effective;
- (2) Efforts to improve client services;
- (3) Demonstration projects testing creative new ways of doing business;
- (4) Collaborative efforts being taken with partners and customers;
- (5) Innovative practices which have resulted in improved program performance;

(6) Actions taken to improve public image;

(7) Access/visitation projects initiated to improve non-custodial parents' involvement with the children and;

(8) Efforts to engage non-custodial parents who owe overdue child support to pay that support or engage in work activities, such as subsidized employment, work experience, or job search.

(c) A State may provide any of the optional information in paragraphs (a) and (b) of this section in narrative form.

PART 309—TRIBAL CHILD SUPPORT ENFORCEMENT (IV-D) PROGRAM

Subpart A—Tribal IV-D Program: General Provisions

Sec.

309.01 What does this part cover?

309.05 What definitions apply to this part?

309.10 Who is eligible to apply for and receive Federal funding to operate a Tribal IV-D program?

Subpart B—Tribal IV-D Program Application Procedures

309.15 What is a Tribal IV-D program application?

309.16 What rules apply to start-up funding?

309.20 Who submits a Tribal IV-D program application and where?

309.35 What are the procedures for review of a Tribal IV-D program application, plan or plan amendment?

309.40 What is the basis for disapproval of a Tribal IV-D program application, plan or plan amendment?

309.45 When and how may a Tribe or Tribal organization request reconsideration of a disapproval action?

309.50 What are the consequences of disapproval of a Tribal IV-D program application, plan or plan amendment?

Subpart C—Tribal IV-D Plan Requirements

309.55 What does this subpart cover?

309.60 Who is responsible for administration of the Tribal IV-D program under the Tribal IV-D plan?

309.65 What must a Tribe or Tribal organization include in a Tribal IV-D plan in order to demonstrate capacity to operate a Tribal IV-D program?

309.70 What provisions governing jurisdiction must a Tribe or Tribal organization include in a Tribal IV-D plan?

309.75 What administrative and management procedures must a Tribe or Tribal